

Position Description # 00CA885**Date Classified: 3-28-17****Supervisory IT Specialist (INFOSEC), GS-2210-15****INTRODUCTION****Cybersecurity code = 90****Nonsensitive, Tier 2, Moderate Risk**

This position is located in the General Services Administration (GSA), Office of GSA IT, Office of the Deputy Chief Information Officer (CIO) and reports directly to the Deputy CIO. The incumbent serves as Director of the Privacy Office. The Privacy Office provides policy, compliance and breach response support services across GSA. The office facilitates integrating IT privacy programs and compliance with required security requirements. The incumbent performs full supervisory/managerial duties for a staff of approximately 3 employees at the GS-12, GS-13 and GS-14 grade levels.

MAJOR DUTIES***Technical Duties: 70%***

As the Director of the Privacy Office, the incumbent provides technical expertise in the following areas: GSA privacy authorization, Plan of Action and Milestones (POA&M), Continuous Monitoring, Privacy Training programs. In addition, the incumbent develops and maintains IT privacy performance measures, as applicable.

The incumbent coordinates and leads privacy audit efforts. These include Federal Information Security Management Act (FISMA), Government Accountability Office (GAO) audits, and other Office of the Inspector General audits.

The incumbent manages the overall IT privacy training program across GSA to include privacy training for all GSA employees and contractors. In addition, the employee provides role-based training for IT personnel with significant privacy responsibilities, role-based training for personnel with significant privacy responsibilities, and role-based training for users with privileged access.

The incumbent provides technical expertise in the development of GSA IT privacy policies and procedural guides. The incumbent works with other Offices and Divisions across GSA in coordinating and managing guidance and policy documents. These documents are used across GSA and in some cases leveraged by other government agencies.

The incumbent serves as an expert for the program, providing key input to policy development and/or implementation at the agency level and as a key advisor to top management.

The incumbent provides leadership, expert assistance and advice on interpretation of governing policy in the designated program area. The incumbent also researches sensitive, complex or otherwise

controversial issues, utilizing all resources available. In those cases where existing agency policy does not cover the problem or issue under review. Incumbent consults references such as United States Code and the Code of Federal Regulations, Comptroller General and GAO audit decisions, and other legal precedents available; interprets these legal sources, and develops policy recommendations based on analysis.

Findings and recommendations ensure that agency policy remains in conformance with ongoing governmental, Presidential and/or Congressional initiatives.

Incumbent serves as a troubleshooter for program personnel on a diverse range of IT privacy issues, projects, or concerns requiring an overview of the total agency operation with respect to resolving significant, controversial and/or otherwise highly charged situations. Serves as a liaison to high-ranking program personnel within the agency to convey information regarding program activities, agency policies and goals; to clarify procedures; and to interpret directives and/or other governing regulations as needed. Reviews and/or prepares highly technical reports and/or papers on important and extremely complex matters which influence not only the immediate work group, but which have widespread impact in terms of current and/or future programs.

Ensures effective conduct of financial management through planning, formulation and execution of a budget.

The incumbent is a current Certified Information Privacy Professional/Government (CIPP/G).

Supervisory Duties: 30%

Supervises and directs the work of IT staff engaged in IT security programs and compliance with required privacy requirements. Organizes and plans staff work assignments on an ongoing basis. Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for resolution of budget shortages; plans for long range staffing needs. Communicates and plans work assignments with each staff member, in conjunction with development of performance standards for critical job elements. Adjusts staffing levels or work procedures within the organization to accommodate resource allocation decisions made at higher echelons. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Justifies the purchase of new equipment. Improves work methods and procedures used to produce work products. Oversees the development of technical data, estimates, statistics, suggestions, and other information useful to higher level managers in determining which goals and objectives to emphasize. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides technical and supervisory guidance for staff. Reviews work for accuracy and compliance with instructions and policy, and recommends

improvement of work methods. Makes decisions on work problems presented by subordinates, including subordinate supervisors. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental and training needs of employees and provides and/or arranges for necessary developmental training. Recommends position structure, interviews, selects, and trains employees. Recommends selections for positions and is responsible for coordinating the work. Appraises and recognizes performance of employees. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions, when necessary. Resolves complaints and grievances through meetings and discussions with employees. Reviews and approves serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and IT privacy project goals, objectives and mission. Provides staff development and cross training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building, or improve business practices. Assures full integration of EEO principles.

Manages, supervises, and directs a staff of government personnel and contractors. Identifies and facilitates Privacy Office goals and objectives. As such, uses technical leadership, and judgment to define ways to solve problems in his/her area of expertise that are of importance to the agency.

Oversees the design and documents workflow process, tracks and analyzes trends and makes appropriate recommendations that positively impact IT privacy effectiveness. Leads initiatives concerned with improving the IT privacy effectiveness and efficiency of the agency.

Serves in a supervisory capacity with responsibility for the day-to-day operations management of an Office to include, but not limited to, hiring, performance evaluations, awards, leave approval and training for government personnel.

Supervisory Factors

Factor 1, Program Scope and Effect	Level 1-4	775 points.
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The work involves assignments with broad and complex issues relating to both internal and Government-wide GSA/IT Privacy goals, objectives and planning activities. The division facilitates integrating agency IT privacy in programs and compliance with required security and privacy requirements. The implementation of policy and requirement recommendations may have Government-wide and industry impact. The incumbent's work has a direct effect on the ability of GSA business lines and employees, and GSA as a whole, to operate efficiently and effectively.

Factor 2, Organizational Setting	Level 2-3	350 points.
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The Chief Privacy Officer reports directly to the Deputy CIO, which is a SES position.

Factor 3, Supervisory & Managerial Authority Exercised Level 3-2c 450 points.

Performs the following: Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees; evaluates work performance of subordinates; gives advice, counsel, or instruction to employees on both work and administrative matters; interviews candidates for positions in the unit; recommends appointment, promotion, or reassignment to such positions; hears and resolves complaints from employees; effects minor disciplinary measures, such as warnings and reprimands; identifies developmental and training needs of employees, providing or arranging for needed development and training; and finds ways to improve production or increase the quality of the work directed.

Furthermore, as the Director of the Privacy Office, the incumbent exercises delegated managerial authority to set a series of annual, multiyear, or similar types of long-range work plans and schedules for in-service or contracted work. Assures implementation of the goals and objectives for the program segment(s) or function(s) overseen. Determines goals and objectives that need additional emphasis; determines the best approach or solution for resolving budget shortages; and plans for long range staffing needs, including such matters as whether to contract out work. Incumbent is closely involved with high level program officials in the development of overall goals and objectives for assigned staff function, and agency-wide programs.

Factor 4, Subfactor 4A, Nature of Contacts Level 4A-4 100 points

In a supervisory capacity, the incumbent has frequent contacts with influential individuals from outside GSA, such as executive level contracting and other officials of major government contractors or national officers of employee organizations; regional or national officers of professional organizations of a national stature; and SES, flag, or general officer, or Executive Level heads of bureaus and higher level organizations in other Federal agencies. Contacts may take place in meetings, conferences, briefings, speeches, or presentations and may require extemporaneous response to unexpected or hostile questioning. Preparation typically includes briefing packages or similar presentation materials, requires extensive analytical input by the incumbent and subordinates, and/or involves the assistance of a support staff.

Factor 4, Subfactor 4B, Purpose of Contacts Level 4B-3 100 points

The purpose of the contacts is to justify, defend, negotiate or settle matters involving significant or controversial issues, e.g., recommendations affecting major programs, dealing with substantial expenditures or significantly changing the nature and scope of organizations. The work usually involves active participation in conferences, meetings, hearings or presentations involving problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals or objectives, requiring the incumbent to achieve a common understanding of the problem and a

satisfactory solution by convincing them, arriving at a compromise or developing suitable alternatives.

Factor 5, Difficulty of Typical Work Supervised Level 5-8 1030 points.

The highest grade which best characterizes the nature of the basic (mission oriented) nonsupervisory work performed or overseen by the organization directed; and constitutes 25 percent or more of the workload of the organization is GS-13 and above (GS-14).

Factor 6, Other Condition Level 6-6a 1325 points.

The work requires exceptional coordination and integration of a number of very important and complex program segments or programs of professional, scientific, technical, managerial, or administrative work comparable in difficulty to the GS-13 level. Supervision and resource management involves major decisions and actions which have a direct and substantial effect on the organization and programs managed.

Total Points: 4130

GS-15 Point Range: 4055 points and up

Grade Conversion: GS-15

Technical Factors

Factor 1, Knowledge Required by the Position Level 1–8 1550 points.

Mastery of, and skill in applying information systems privacy principles and concepts; the enterprise IT architecture; new IT privacy developments; breach response and project management principles and methods in order to review and evaluate privacy incident response policies; identify need for changes based on new privacy technologies or threats; test and implement new policies; and institute measures to ensure awareness and compliance.

Mastery of, and skill in applying: total infrastructure protection environment; systems privacy certification and accreditation requirements and processes; and Federal information systems security protocols in order to integrate information systems privacy with other security disciplines; certify systems or network accreditation; and ensure coordination and/or collaboration on privacy activities.

Expert knowledge of analytical and evaluative methods plus a thorough understanding of how administrative programs are administered to select and apply appropriate program evaluation and measurement techniques in measuring and evaluating program accomplishments/ effectiveness.

Mastery of analytical and evaluative tools and methodology in order to develop and implement IT privacy policies, and regulations; resolve broad, complex, and unprecedented assessment, evaluation, control, and resource allocation problems; and an ability to provide authoritative advice to management throughout the organization.

In-depth knowledge of executive, supervisory, and management principles, practices, and skills for planning, organizing, executing monitoring, and evaluating people, performance, and program requirements.

Expert skill in contributing and planning initiatives that have short-term, tactical impact, while also moving the organization forward toward longer-term strategic goals.

Expert skill in oral communications to present sensitive recommendations to higher authority, to obtain compliance with policies from activities nationwide, to articulate positions/policy of vast technical complexity and to represent the agency on task forces. Ability to convey and explain information in a way that facilitates understanding through dialogue, one-on-one conversations, presentations, briefing papers, written reports, etc.

Expert skill in communicating highly complex ideas in writing in order to formulate and present findings, briefings, project papers, status reports, and correspondence to foster understanding and acceptance of findings and recommendations. Skill in speaking effectively and actively listening in order to understand others' views and concerns.

Expert skill in developing and maintaining positive relationships at various levels and across GSA. Skill in collaborating across boundaries to build strategic relationships and achieve common goals and to resolve sensitive issues.

Ability to deal with and lead high-performing teams to accomplish goals. Ability to develop and maintain effective team relationships and contribute to team performance and success.

Ability to visualize, articulate, and solve both complex and uncomplicated problems and concepts and make decisions that are sensible based on available information. Such skills include demonstration of the ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans.

Ability to manage conflict by anticipating and taking steps to prevent counter-productive confrontations and resolving conflicts and disagreements in a constructive manner.

Ability to persuade others to take a specific action or make a decision. Skill in building consensus through give and take, gaining cooperation from others, and facilitating "win-win" situations.

Skill in independently planning and working on a variety of projects and to make authoritative and final decisions requiring considerable technical judgment.

Certified Information Privacy Professional/Government (CIPP/G).

Factor 2, Supervisory Controls**Level 2-5****650 points.**

As technical authority, the employee is responsible for defining objectives and interpreting policies promulgated by authorities senior to the immediate supervisor and determines their effect on program needs. The incumbent independently plans, designs, and carries out the work to be done change and exercises discretion and judgment in determining whether to broaden or narrow the scope of the project. The supervisor reviews work for potential impact on broad agency policy objectives and program goals, normally accepting work as being technically authoritative and without significant.

Factor 3, Guidelines**Level 3-5****650 points.**

Guidelines are broadly stated and nonspecific, e.g., broad policy statements, agency goals and/or objectives and basic legislation that require extensive interpretation. The incumbent is a recognized technical authority on the development and/or interpretation of IT security guidelines, policies, legislation, and regulations. Incumbent uses considerable judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work. The incumbent is recognized as a technical authority in the development and interpretation of guidelines in the field of expertise.

Factor 4, Complexity**Level 4-6****450 points.**

The incumbent plans, organizes, and carries through to completion IT privacy projects involving the substance of key GSA programs. Assignments are characterized by broad and intense efforts and involve several phases being pursued concurrently or sequentially with the support of technical, program and management personnel GSA-wide. Studies are often of such breadth and intensity that they often require input and assistance from other analysts and subject-matter experts. Where the assistance of other individuals is required, the employee typically serves as the team leader responsible for assigning segments of the study to various participants, coordinating the efforts of the group and consolidating findings into a completed product, e.g., evaluation reports, proposed changes, or a recommended course of action.

Specific issues are largely undefined and require extensive analysis and evaluation to identify the scope of the problem and to reach decisions on appropriate courses of action. Difficulty is encountered in separating the substantive nature of the project or issues studied into administrative, technical, political, economic, fiscal and other components and determining the nature and magnitude of the interactions. The work concerns areas where little or no established practices or precedents are available to assist in problem-solving, where progress is difficult and where new techniques and approaches need to be devised. The work requires extensive analysis and continuing evaluation of project to establish comprehensive solutions or develop new concepts, theories or programs which will include the procedures and ideas of others or resolve unyielding problems pertaining to IT privacy programs and compliance with required privacy requirements.

Factor 5, Scope and Effect**Level 5-6****450 points.**

The purpose of the work is to perform very broad and extensive IT privacy projects and compliance with required privacy requirements. The work involves planning, developing and carrying out vital projects which are central to GSA and involve isolating and defining unknown conditions, resolving critical problems or developing new theories. The implementation of IT privacy policy and requirement recommendations may have Government-wide and industry impact. The incumbent's work has a direct effect on the ability of GSA business lines and employees and impacts work GSA-wide. The work product or service (e.g., the employee's advice, guidance or other results of the work) affects the work of other federal employees, the development of major aspects of administrative programs or missions, the successful achievement of major programs conducted by GSA or the well-being of substantial numbers of people on a long term, continuing basis.

Factors 6 & 7, Personal Contacts & Purpose of Contacts Level 4D 330 points.

Personal contacts, which occur in highly unstructured settings, are with the highest level agency managers at the headquarters level; high-ranking officials from outside the agency at the national level; top congressional staff officials; executives of comparable private sector organizations; and presidents of national unions, State governors, or mayors of large cities.

Purpose is to justify, defend, negotiate or settle matters involving significant or controversial issues, e.g., recommendations affecting major programs, dealing with substantial expenditures or significantly changing the nature and scope of organizations. Work usually involves active participation in conferences, meetings, hearings or presentations involving problems or issues of considerable consequence or importance. Persons contacted typically have diverse viewpoints, goals or objectives, requiring the incumbent to achieve a common understanding of the problem and a satisfactory solution by convincing them, arriving at a compromise or developing suitable alternatives.

Factor 8, Physical Demands**Level 8-1****5 points**

The work is sedentary. Typically, the employee sits comfortably to do the work. There may be some walking, standing, bending, carrying of light items or driving an automobile. No special physical demands are required to do the work.

Factor 9, Work Environment**Level 9-1****5 points**

The work area is adequately lighted, heated, and ventilated. The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries or commercial vehicles.

Total Points: 4090

GS-15 Point Range: 4055 point range and up
Grade Conversion: GS-15

CLASSIFICATION EVALUATION STATEMENT

References: OPM's Job Family Standard for Administrative Work in the Information Technology Group, 2200 revised May, 2011 and the General Schedule Supervisory Guide dated June, 1998.

Series and Title Determination: The 2210 series covers two-grade interval administrative positions that manage, supervise, lead, administer, develop, deliver, and support information technology (IT) systems and services. This series covers only those positions for which the paramount requirement is knowledge of IT principles, concepts, and methods; e.g., data storage, software applications, networking. The work assigned to this position involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools. Such work assignments include developing policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data; conducting risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs; promoting awareness of security issues among management and ensuring sound security principles are reflected in GSA's goals; conducting systems security evaluations, audits, and reviews; developing and implementing programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures; assessing security events to determine impact and implementing corrective actions; and/or ensuring the rigorous application of information security/ information assurance policies, principles, and practices in the delivery of all IT services. The primary work of this position pertains to IT security (70%), which is two-grade interval administrative work. This position also supervises a staff for approximately 30% of the work time; therefore, "Supervisory" is appropriate in the job title. Thus, Supervisory IT Specialist (INFOSEC) is the official title assigned to this position.

Grade Determination: In accordance with the Job Family Standard for Administrative Work in the Information Technology Group, 2200, this position was evaluated on a factor-by-factor basis using the factor level descriptions and benchmark descriptions. Total points, 4090, evaluate at the GS-15 level. In accordance with the General Schedule Supervisory Guide, this position was evaluated on a factor-by-factor basis using the factor level descriptions and benchmark descriptions. Total points, 4130, evaluate at the GS-15 level.

Final Classification Determination: Supervisory IT Specialist (INFOSEC), GS-2210-15.

FLSA EVALUATION

Executive Exemption

Met - Exercises appropriate management responsibility (primary duty) over a recognized organizational unit with a continuing function, AND

Met - Customarily and regularly directs 2 or more employees, AND

Met - Has the authority to make or recommend hiring, firing, or other status-change decisions, when such recommendations have particular weight.

Administrative Exemption

Met - Primary duty consistent with 5 CFR 551 (e.g.; non-manual work directly related to the management or general business operations of the employer or its customers), AND

Met - Job duties require exercise of discretion and independent judgment and meets all areas identified in 5 CFR 551.206

Computer Employee Exemption

Met – Salary Threshold. Base pay for this position exceeds \$23,660 per annum or if paid hourly, \$27.63 per hour; AND

Met – Primary duty consistent with 5 CFR 551.104 (e.g.; non-manual work directly related to the management or general business operations of the employer or its customers); AND

Met – Primary duties involve the analysis, design, and/or development of computers systems and programs as defined in 5 CFR 551.210.

Comments/Explanations: The incumbent performs full supervisory/managerial duties for a staff of approximately 3 employees at the GS-12, GS-13 and GS-14 grade levels, thus meeting the Executive Exemption. The incumbent performs job duties with discretion and independent judgment, thus meeting the Administrative Exemption. He/she serves as a technical expert on IT privacy policy and compliance GSA-wide. Such work involves analyzing, designing, and/or developing IT privacy systems and programs; thus meeting the Computer Exemption.

Conclusion: Exempt.